

DART Commission Agenda  
Municipal Service Center  
April 16, 2015

**Minutes**

- Approval of minutes from March 2014 meeting

**Members**

- Introduction of new member: Dan McGillivray
- Donna Swain has agreed to another term on the DART Commission.

**Current Capital Grants**

- 8 replacement busses – all should be in service by fall of 2015
  - 2 busses have 3 mobility device positions
  - 6 busses will have the usual 2 mobility device positions
  - All busses will have security cameras
- 2 replacement bus shelters – New shelters to be accessible and installed by fall of 2015
- 1 additional accessible bus shelter – Jerome Street parking lot to help with pickup problems at the Open Door – to be installed by fall 2015

**Future Capital Grants**

Additional capital items for fiscal 2016 will include 3 replacement busses

**FTA/MDOT Business**

- Approval of ADA Compliance Plan for DART as required by the FTA
- 2016 ADA Vehicle Accessibility Plan & Approval
- Continue learning FTA requirements for federal funding
- Triennial Review July 2015

**Follow Up From Last Meeting**

Results from Commissions 2014 recommendation for changes to standing order ride cancellation policy and no show policy (3 no shows in 30 days):

- No Shows Policy
  - Plan implemented January 1, 2015
  - Approximately 73 riders have reached 3 no shows in 30 days.
  - 34 of these riders have not paid the \$16.00 fee and have not used the system since they were notified of the fee. They remain suspended until the fee is paid.
  - 7 riders have moved to a second 3 no shows in 30 days.
  - No Show statistics:
    - Jan – Mar 2014 – 1005 no shows
    - Jan – Mar 2015 – 856 no shows

- Standing Order Ride Cancellation
- Approximate 10 passengers have been affected by this change. It was anticipated that this policy would not have a huge impact on our riders but would allow us to free up ride times that were consistently not used.

### **Driver Training**

- “Engaging the Customer – Are You Road Ready?” was implemented in the spring of 2014 and co-facilitated by DART, CMH, the Arnold Center, Disability Network and the Arc of Midland. This training focused on looking at our services from the customer’s perspective.
- Conflict Resolution and Customer Service Training were provided in January/February 2015 and was co-facilitated by DART and Family and Children Services.
- DART has not finished developing the video training for staffing agencies on how to use our services.

### **Ride Consolidation**

- DART consolidated the number of busses going to the Arnold Center each morning from 7 down to 4 busses. This has allowed additional availability for other users of the system at 8:30 am.
- DART has been experimenting with two busses dedicated to providing service to the Mall Area (all locations west of Wackerly) once per hour. These routes have the highest number of passengers per vehicle hour.
- DART has also been experimenting with one bus dedicated to providing service to the Arnold Center with any down town supplemented with same day ride service.

### **Transportation Task Force**

- Karen Murphy to update